

S.N. 09/618,808

Amendment dated Oct. 8, 2003

Reply to Office Action dated May 8, 2003

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions and listings of claims in the application:

Listing of Claims

A1
Claims 1 - 46. (Cancelled)

Claim 47 (new). A method of coordinating services among a paying organization, customers of the paying organization, and a plurality of service providers, comprising the steps of:

providing a database of service providers, the database including location and pricing information relating to each service provider, pricing criteria of the organization, and supplemental inducements offered by individual service providers;

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obtaining service need information concerning a customer of the paying organization, including location of the service need;

generating a preliminary list of service providers selected from the database matching the customer's service need and location and satisfying the pricing criteria of the organization;

generating a final list of service providers as a subset of the preliminary list, comprising a plurality of service providers having the most favorable supplemental inducements;

ranking the final list of service providers employing one or more criteria including time interval since last service performed by each service provider; and

presenting, in order of ranking, at least one of the ranked service providers to the customer for choice to perform the service.

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Claim 48 (new). The method of claim 47, wherein the service provider ranking is conducted by:

identifying the last date on which the service providers were assigned a service job when the customer had no repair shop preference; and

ranking the service providers by the last service job date, with the most recent service date ranked last.

A2
Claim 49 (new). The method of claim 47, including billing the organization a fixed fee for each service coordination transaction.

Claim 50 (new). The method of claim 49, wherein the organization is at least one insurance company and the customer is a policyholder of said at least one insurance company.

Claim 51 (new). The method of claim 47, wherein the service is repair service.

Claim 52 (new). The method of claim 51, wherein the repair service is automobile repair service.